

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY

		RPA- 9906-OSP	EFFECTIVE DATE:
DGS OFFICE OR CLIENT AGENCY Office of State Publishing		POSITION NUMBER (Agency - Unit - Class - Serial) 307-500-5157-XXX	
UNIT NAME AND CITY LOCATED Fulfillment Services Administrative - Sacramento		CLASS TITLE Staff Services Analyst (SSA)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 344 North 7 th Street, Sacramento, CA 95811	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Staff Services Manager I, the incumbent serves as a Fulfillment Services Program Analyst, independently responsible for performing analytical and complex duties in all the Fulfillment Services Program areas. The incumbent will work closely with the Fulfillment Services' Program Leads, and Fulfillment management to provide program evaluations, recommend and implement business solutions, to enhance and improve the overall Fulfillment Services Programs.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)		
	<p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p>To ensure the proper policies and procedures are being followed, the following work will be performed in accordance with the guidelines of Federal and State Laws, and the Department of General Services (DGS) and the Office of State Publishing (OSP); Department of Health Care Services (DHCS - Patients' Rights), California Department of Public Health (CDPH-WIC & NEOPB), Department of Social Services (CDSS-Cal Fresh), Covered California (Obama Care), the DGS STD. Forms Program, and OSP Forms Management Program, and other crucial Fulfillment Programs.</p> <p>SPECIAL REQUIREMENT <u>Background Evaluation</u> This position requires Background Investigation clearance.</p>		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	DATE

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	<p>ESSENTIAL FUNCTIONS</p> <p>25% Program Analysis and Inventory Management In order to provide accurate program oversight of the day-to-day implementation of effective inventory tasks, assist with monitoring and implementing efficient and cost effective inventory management procedures to ensure the successful and complete oversight of the full inventory management integrity is maintained within a fast paced and safe production-orientated environment by following expected departmental guidelines, and contractual terms:</p> <ul style="list-style-type: none"> Analyze and evaluate product replenishment reports which identify supply and demand inventory management activities and transactions for warehouse inventory items ordered and shipped to statewide customers. Adhere to the Fulfillment Program's replenishment guidelines, procedures, and processes, by maintaining effective communications with customers, co-workers, and warehouse staff to ensure the Fulfillment team is fully aware and understands the on-going impact, changes, and availability of the program's inventory items. Review, evaluate, analyze, and document significant inventory changes, discrepancies, and program changes that impact inventory materials stored in warehouses; facilitate research to determine and identify major causes of inventory discrepancies; and recommend reasonable and sound inventory options to correct, alleviate, repair the issues; and implement operational, process, and procedural changes to ensure on-going efficiencies and effective inventory management strategies. <p>25% Project & Quality Control Management: In order to maintain continuous on-going quality program products and/or services, evaluate, implement, and troubleshoot issues for timely business resolutions:</p> <ul style="list-style-type: none"> Identify professional tools and methods, to perform, process, and implement technical strategic measurement controls to analyze qualitative and quantitative program data and results used to make informed business decisions about improving program projects and products. Also, oversee and manage scheduled program inspections and testing of workflow processes utilizing appropriate business tools for diagnosing, troubleshooting, and improving program activities and measurement analysis. Develop and promote quantitative methods for use in successful project management analysis, including the administration, coordination, and evaluation of employees' completed staff work to ensure all work performances meet and/or exceed the program/project contractual requirements, established program's guidelines and procedures, and customers' expectations. Responsible for the quality control oversight of daily program activities and workload management to ensure all program work assignments are processed and completed timely and accurately. Review, evaluate, and analyze incoming program orders and transactions to determine if any special processing, and/or handling are required to ensure quality customer service is successful. Provide hands on and written instructions and guidance to unit staff to ensure all transactions are handled accurately. Establish program work plans and timelines for the timely completion of routine and special work tasks, assignments, and projects to ensure on-going successful outcomes. Develop and maintain Gantt Charts (project management spreadsheet) to monitor all assigned projects to ensure each project is recorded, tracked, and monitored for progress and completion. Evaluate, analyze, and make recommendations on program improvement processes to enhance overall program activities, and transactions. Research, analyze areas of program concerns, and prepare and develop written reports and issue papers to address these areas of concern by presenting to management proposals of resolutions, and recommendations to implement new program methodologies to resolve, mitigate, and examine options to benefit the unit programs operations. Analyze and define effective and efficient objectives and timelines for all assigned projects; and recommend and negotiate as needed new project timelines for successful operations and outcomes.

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15%	<p>Policy & Procedures Management:</p> <p>In order to ensure successful program operations responsible for the development, preparation, updating, implementation, and documentation of processes and procedures for the Fulfillment Services Programs. Work closely with subject matter experts and business managers to ensure documented policies and procedures are consistently and accurately maintained, retained, and accessible to all employees as needed:</p> <ul style="list-style-type: none"> • Identify potential areas of concern and prioritize efforts to keep the process and procedures repository up-to-date and complete. Serve as an advocate for the importance of maintaining process and procedures and train stakeholders. Analyze and design workflows and processes that identify and implement process improvements. • Develop, prepare, maintain, and update a detailed comprehensive Fulfillment Services Program Initiation Survey Checklist for the purpose of collecting pertinent program data from potential customers requesting fulfillment services for their departmental business needs. Utilizing completed survey checklists from potential customers generate business quotes for the purpose of identifying budget line items needed to cover expected program services as part of contractual agreements. • Develop, prepare, present, and maintain all Fulfillment Services programs' policies, procedures, guidelines, and work practices to ensure effective and efficient operations and appropriately regulatory compliance are being implemented. • Develop, implement, maintain, and update Fulfillment Services Program Desk Manuals for each unit position to serve as reference documentation, and training materials for new and/or re-assigned staff. • Provide on-going program updates, status and progress reports of monitoring, tracking, and recording the progress of and completion of current work assignments, and program transactions, to determine if program objectives, and expected timelines are being or will be met for successful operations. • Research and analyze areas of concern, draft proposals identifying program inconsistencies and problems causing program delays, and present program improvements outlining new processes and methodologies for successful business operations. • Meet with existing customers on a monthly basis (and as requested), and internal subject matter experts to discuss contractual program policies, procedures, and guidelines in order to address program improvements, challenges, issues, and gather specific information for the purpose of initiating, and/or updating program policies, procedures, and guidelines in order to maintain successful operations and outcomes. • Prepare brief issue papers to research complex and sensitive program and customer issues, challenges, and concerns, and recommend reasonable action plans, and sound alternatives to mitigate, and implement timely resolutions for successful program operations. • Analyze and define effective and efficient objectives and timelines for all assigned projects; and recommend and negotiate as needed new project timelines for successful operations and outcomes. • Meet with new customers on a regular basis (and as requested), and internal subject matter experts to gather specific program information for the purpose of initiating, developing, and implementing new program policies, procedures, and guidelines in order to maintain successful operations and outcomes.
10%	<p>Financial Management:</p> <p>Interact and support management and other program staff, to effectively and efficiently, analyze financial documentation and reports, program income and expense information, in order to recommend actions needed to improve the overall financial status of the unit, as well as the office:</p> <ul style="list-style-type: none"> • Conduct fiscal analysis and research by monitoring and tracking all program budgets to ensure adequate funds are available to process monthly billings. Discuss status of contract budgets and funding levels with Fulfillment customers prior to annual billings; and initiate negotiations to address contract amendments to request fund transfers and/or additional funds to be added to current contracts, and memorandums of understandings to cover fiscal year services rendered via monthly billings. • Develop, prepare, collect, and capture pertinent program data utilizing workload tracking reports, and inventory management reports on a monthly basis to support monthly billings, and monthly income and expense reports. Monitors and tracks monthly program contract expenditures, payments, and invoices to ensure the monthly billings and income and expense reports include all expense information • Prepare monthly program billings, and income and expense reports by collecting daily, monthly,

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10%	<p>quarterly, and annual program billing data, and supporting workload information, by utilizing detailed reports provided by program staff, and comprehensive reports generated from the inventory management system; and prepares, finalizes and submits timely monthly billing transmittals to the DGS Office of Fiscal Services to be processed.</p> <ul style="list-style-type: none"> • Prepare and update monthly Program Income and Expense Reports by identifying all program revenues, operating expenses, cost of goods sold, personnel expenditures, shipping charges, indirect and direct overhead charges and other miscellaneous charges in compliance with terms and provisions outlined per the program contract agreement, and per departmental guidelines. • Monitor, track, and reconcile monthly line item funding levels and balances, and bottom line budget totals by tracking expenditures in order to project any potential recording and resolving any line item overages and shortages appropriately with contract representatives. • Develop, recommend, and implement alternatives to address financial issues by researching using actual data and expenditures trend analysis information from prior years utilizing past monthly billing reports submitted to DGS Office of Fiscal Services. • Meet with existing and new customers and internal subject matter experts to discuss budget estimates to initiate new and upcoming Fulfillment Services programs/projects, and to gather accurate funding information in order to make a thorough and accurate analysis to obtain successful outcomes • Identify, define, develop, prepare, manage, and facilitate project tasks, objectives, expectations, and timelines for all assigned projects effectively and efficiently, by maintaining appropriate workflow processes, associated Microsoft Excel databases, GANT reports/charts, cost benefit analysis reports, and pertinent issue papers. Collaborate and negotiate new and/or adjust timelines as needed in order to successfully manage all program projects, and tasks. <p>Contract Management: Implement, monitor, and maintain the performance status of the unit's contracts by preparing, examining, analyzing, negotiating, and updating contracts for the Fulfillment Services Programs by providing on-going program analysis, and evaluation of interagency agreements, memorandums of understandings, and all other legal business agreements as follows:</p> <ul style="list-style-type: none"> • Meet with existing customers on a monthly and/or quarterly basis (and as requested), and internal subject matter experts to discuss the status, terms, provisions, and gather specific information relating to implementing, and developing, new language for amending contractual scope of work descriptions, budget line items, and appropriate guidelines in order to address the continuation of services, and to maintain successful business operations and outcomes. • Organize and facilitate monthly meetings, to communicate with contract clientele regarding status updates of program activities, by researching and analyzing areas of concern, and draft and present proposals of recommended solutions in order to improve and implement new methodologies. • Provide direct oversight of special contractual projects aim to continuously improve internal contracting processes by clearly understanding and defining effective and efficient objectives and timelines for all assigned contractual projects; and recommend and negotiate new process timelines as needed by collaborating with management and customers. • Implement and apply necessary changes to Fulfillment contracts that have been executed through amendments, and complete special projects at the direction of management regarding sensitive contract issues. • Meet with new customers as requested and internal subject matter experts to gather specific program information for the purpose of initiating action plans to develop detailed scopes of work descriptions, new contractual procedures, provisions, negotiate budget line items, implementing new program policies, procedures, and guidelines in order to maintain successful operations and outcomes.
10%	<p>Customer Relations: In order to effectively and efficiently manage, execute, and implement various customers' program accounts, program operations, process improvements, and customer relations, ensure on-going analysis, evaluation, and monitoring of complex program information and customers' requests, inquiries, issues, concerns, are handled and resolved promptly utilizing effective methods of sound business solutions for successful operations:</p> <ul style="list-style-type: none"> • Meet with customers and subject matter experts to discuss new and upcoming OSP projects relating to collecting data for the purpose of addressing customers' on-going issues by implementing sound

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5%	<p>business resolutions and successful outcomes.</p> <ul style="list-style-type: none"> Recommend operational solutions and implement strategies to enhance and improve workflow processes and customer service by promoting the statewide transition and deployment of electronic publishing business solutions to ensure on-going quality customer service. Conduct customer surveys by utilizing the application of a variety of program information to determine the most efficient means of reaching out to and communicating with various customers, via hardcopy and electronic surveys, telephone calls, e-mails, and focus group meetings for efficient and effective customer satisfaction. <p>MARGINAL FUNCTIONS</p> <p>In order to monitor and prepare monthly inventory program reports according to OSP procedures, work closely with the Fulfillment Services' Program Leads, to analyze, evaluate, and generate customers' ordering reports, product replenishment reports, and various shipping information from LOGIC – Inventory Management System. These reports provide various statistical program data, trends and forecast analysis, and annual inventory usage data.</p> <p>Process Fulfillment Programs customers' orders and perform other customer service functions by generating and utilizing weekly inventory and order status reports from LOGIC in order to meet contract delivery turnaround expectations and to prevent order backlogs as established per contractual agreements and/or by program business needs and demands.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of:</p> <p>Principles, practices and trends of public and business administration, management and supportive staff services such as budgeting, personnel, and management analysis; and government functions and organization; methods and techniques of effective conference leadership.</p> <p>Ability to:</p> <p>Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.</p> <p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> Experience generating custom reports utilizing Microsoft Excel (intermediate to advanced level). Experience managing database systems and applications. Experience managing warehouse inventories. Experience working with on-line forms, savable "pdf" forms, and on-line ordering systems. Experience facilitating and providing forms management and fulfillment services instructions on a statewide basis. Experience in financial management processes. Experience in procedures and policy management processes. Experience in project quality control processes. Experience in contract management processes. Experience in inventory management systems processes. Experience in customer relations processes. Experience in training staff and customers. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> Communicate efficiently and effectively at all times. Professionally interacts with others, applying skills that are tactful and respectful of individual cultural differences, attitudes and feelings of others. Work cooperatively and collaboratively with all levels of staff to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility and recognition.

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	<ul style="list-style-type: none"> Promote teamwork and be proficient as a team member with all OSP units. Understand and comply with OSP, DGS and unit office rules, policies and procedures at all times. Understand written and verbal instructions and communication. Must have the mental alertness and use tact when communicating with high level executives and OSP staff. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> Act independently with minimal supervision. Utilize appropriate resources and tools to measure variable data as part of the OSP publishing processes. Ability to handle multiple tasks, be creative and handle rapidly changing priorities. Select access and use necessary information, data and communication related technologies, such as basic personal computer applications, telecommunications equipment, Internet and electronic calculators. Arrive to work on time and is fully accountable for working an 8-hour day. Work overtime as needed to meet work commitments. Attend meetings fully prepared with material needed to be facilitated and or take effect minutes. Must be well organized and thorough. Develop, maintain and update customized database applications; calculations, formulas and methodologies. OSP will not tolerate violence, sexual harassment or discrimination in the workplace. <p>Physical Abilities:</p> <ul style="list-style-type: none"> Frequent use of a computer and telephone at a workstation Walking, standing, stooping, sitting, reaching, and lifting. Twisting, turning, kneeling, bending, squatting, crouching, grasping, and making repetitive hand movements in the performance of daily duties. Work environment involves minimal exposure to unusual elements such as dust, fumes, and unpleasant odors. Require ability to physically navigate through a large production area. <p>Mental Abilities:</p> <ul style="list-style-type: none"> Requires ability to effectively handle stress and meeting deadlines. (Inherent in this position are a wide variety of responsibilities, interruptions, changing client requirements, problems from within and outside the plant, and the need for accuracy within deadlines.) Make sound, rational judgments and decisions independently. Work well under pressure. <p>Safety: Follow all OSP safety rules and procedures:</p> <ul style="list-style-type: none"> Promote safe work practices by all employees. Promote a safe working environment for all employees. Do not attempt to operate equipment, use a tool or materials until you have been trained and authorized. Do not perform a new task until the associated safety hazards and methods to protect yourself have been explained to you. Never alter or modify original tools or equipment. Make sure you know how to properly use and take care of any required protective equipment. Make sure you use your equipment when it is required. Keep your work area organized and as clean as possible maintaining good housekeeping procedures at all times. <p>If you see a safety hazard, inform your co-workers, and notify your supervisor immediately. "Close calls" or "near misses" will be reported to your supervisor; close calls and near misses are accidents that almost injure someone including yourself.</p>